

OBSERVATION REPORT #54

KPMG Consulting received inconsistent responses on ISDN BRI orders.

Issue

KPMG Consulting submitted orders to add ISDN BRI lines to new CLEC resale customers, in accordance with Verizon South Order Business Rules, version 4.4.1,¹ and received inconsistent responses. Eight of the nine PONs submitted received error messages stating either: “Invalid Data-TOS code, Feature-UMKRB invalid in NJ, Required form missing-BRI document order form” or “Feature invalid-UMKRB not valid.” One of the nine PONs submitted received completion notices. The following is a list of PONs that received inconsistent responses:

PON	Response Received
042011NN0X000001*AA	Invalid Data-TOS code, Feature-UMKRB invalid in NJ, Required form missing-BRI document order form.
042011NN0X000002*AA	LSRLR, LSRBCM and LSRPCM
042011NN0X000003*AA	Invalid Data-TOS code, Feature-UMKRB invalid in NJ, Required form missing-BRI document order form.
042011NN0X000004*AA	Invalid Data-TOS code, Feature-UMKRB invalid in NJ, Required form missing-BRI document order form.
042011NN0X000005*AA	Invalid Data-TOS code, Feature-UMKRB invalid in NJ, Required form missing-BRI document order form.
042011NN0X000006*AA	Feature invalid-UMKRB not valid.
042011NN0X000007*AA	Feature invalid-UMKRB not valid.
042011NN0X000008*AA	Feature invalid-UMKRB not valid.
042011NN0X000009*AA	Feature invalid-UMKRB not valid.

Assessment

Verizon-NJ inability to provide consistent responses to orders may hinder CLECs from providing timely service to its customers.

¹ Verizon South Order Business Rules, version 4.4.1, publication date September 2000, release date October 2000.

This observation report is for discussion purposes only and is subject to change without notice.